



### Need – Solution – Results

The Community-based Coordinated Services System has been designed to stretch resources, eliminate duplication of effort and harness technology to help meet the rapidly expanding needs of the Commonwealth's older citizens and adults with disabilities.

#### Need:

##### Why does Virginia need to coordinate services?

- There are over 7,000 public and private organizations serving Virginia's seniors and adults with disabilities.
- More than 2 million Virginians are over age 65 or have at least one disability.
- The population of seniors, particularly those over age 85, is growing much more rapidly than Virginia's population as a whole.
- While there are resources available to assist these individuals, locating and accessing those services can be challenging and time-consuming.
- Coordinating services will allow faster provision of services and improved outcomes.

#### Solution:

Virginia is piloting a breakthrough Community-based Coordinated Services System. This system will allow the sharing of information between all of a community's agencies and organizations providing care to seniors and adults with disabilities.

This Web-based system, which is being customized for Virginia, will allow providers access to privacy-protected client information as well as details on the services available in their community. Accessible 24-hours-a-day, it will:

- Record and share information on clients' specific needs, while also safeguarding their privacy.
- Identify the best services for each client, determine eligibility and make referrals electronically.
- Track enrollment and update each client's status with every service provider.
- Measure outcomes.
- Evaluate gaps in service.

#### Results:

##### What are the benefits of coordinated services to consumers – seniors and adults with disabilities?

- It will save time and make it easier for them to navigate a challenging system at a particularly difficult time in their lives.
  - Individuals will provide their health, contact, financial and needs information only once – it will be available on a need-to-know basis by any other service provider they turn to.
  - They will quickly know what services they are eligible for, whether they can afford them and if there is space available.

### **What are the benefits of coordinated services to consumers? *(Continued)***

- It will assure that there is No Wrong Door – they will be able to connect with the services that offer the best match for them regardless of where they begin seeking help.
- They will be able to get assistance faster – they'll know immediately what services they can receive and when they can begin receiving them.
- They will enjoy better health outcomes – they will be connected with care and services more quickly and any additional needs will be identified and met sooner.

### **What are the benefits to Service Providers?**

- They will have more time for client-centered service.
  - They can have clients' complete profiles and needs analyses in-hand before the initial interview.
  - They can immediately determine which services their clients are eligible for and make instant e-referrals to connect them with care.
- They will have full access to information on every service available in the community to meet their clients' needs, via the comprehensive service database.
- They will be empowered to easily track clients' current progress:
  - They can check if a client followed-up on a referral and, if so, how that placement is succeeding.
  - They will have instant access to each client's current status, and be able to track progress over time.
- They will have the satisfaction of providing faster and more comprehensive assistance to their clients and helping them achieve better outcomes.

### **What are the advantages to Virginia and its communities?**

- It will allow agencies to serve more individuals with the same resources.
- It will provide an accurate picture of the populations being served and the services available, which will be used to meet current needs and address gaps.
- It will allow for a better allocation of resources.
- It will improve the health status of seniors and adults with disabilities in Virginia by providing better outcomes.

The Community-based Coordinated Services System is a collaborative public/private partnership between the Commonwealth of Virginia and its agencies, SeniorNavigator, Peninsula Agency on Aging, Senior Connections, The Capital Area Agency on Aging, Valley Program for Aging Services, Inc., the Commonwealth Council on Aging, the Virginia Association of Area Agencies on Aging, 2-1-1 Virginia, local governments and more than 100 local private service providers across Virginia. Initial funding has been provided by Dominion, the U.S. Administration on Aging and the Centers for Medicare and Medicaid Services, local governments and Virginia Community partners.